

**Department of Environmental Protection
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



Despite a record 21" snowfall, our collection contractors maintained their normal collection schedule on Monday, December 21, with only a few impassable interior streets not serviced. By Tuesday afternoon, all of Monday's work was complete and we were back on schedule.

***MONTHLY REPORT
DECEMBER 2009***



Printed on Recycled and Recyclable Paper

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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2010 began July 1, 2009.)

| FACILITY | Dec FY10 | FY10 Total | Dec FY09 | Dec FY08 |
|--|-----------------|-------------------|-----------------|-----------------|
| Materials Recovery Facility ⁽¹⁾ | 7,853 tons | 40,293 tons | 7,986 tons | 7,839 tons |
| Brunswick Landfill Facility ⁽²⁾ | 12,367 tons | 88,376 tons | 13,533 tons | 17,184 tons |
| Resource Recovery Facility ⁽³⁾ | 39,256 tons | 266,086 tons | 38,607 tons | 46,508 tons |
| Yard Trim Compost Facility | 21,156 tons | 57,376 tons | 14,920 tons | 22,627 tons |

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessible waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

Revenue Analysis and Systems Evaluation

During December, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25, met with contractors to discuss the study;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in December;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for December 2009 totaling 1,197,287.05 (an increase of \$44,119.49 over December 2008);
- Updated the Aging Report (30-day arrearage was \$276.03 as of January 7, 2010);
- Reconciled December 2009 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Assist with ongoing DSWS IT services, ERP and MC311 implementation; and
- Continued to prepare the FY11 budget and rates.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – DAFIG met on Tuesday, September 8, 2009. Topics discussed included the following: The FY11 and beyond budget; DEP complaints; deer management; recognition of Matthew McMillen; and non-air media monitoring. The December 8, 2009 meeting was postponed to January 26, 2010 due to inclement weather.

Solid Waste Advisory Committee (SWAC) – There was no meeting held this month. The next meeting will be held on Tuesday, January 5, 2010.

COLLECTIONS

News:

A large snow storm hit on December 18 and 19. To devote all available resources to refuse and recyclables collection, yard trim collection was postponed until the following week. There were a few delays in servicing residents on their normal day as street conditions varied throughout the County. Most routes were completed as scheduled, and all were completed by the end of the week on Saturday, December 26, which was a previously scheduled slide day due to Christmas.

Resident Missed Collection Complaints:

| | |
|---------------|-----|
| December 2009 | 83 |
| December 2008 | 59 |
| Difference | +24 |

Many of the missed collection complaints were received from residents who assumed that because of the heavy snow the week of December 21 that we would not be providing service. As a result they did not place their refuse at the curb. When they discovered that service had been provided, they called to report a "missed" collection. In every case, we returned as a courtesy to collect their refuse and/or recyclables. This was also a "slide" week which always results in an increase in missed collection complaints.

Call Center:

| | |
|----------------------|-------|
| Calls received | 5,954 |
| E-mails received | 1,238 |
| Bulk trash requests | 1,269 |
| Scrap metal requests | 1,166 |
| Blue bin requests | 814 |
| Blue cart requests | 301 |

Public Outreach:

- **Survey Cards:**

The Public Service Workers distributed 1,245 survey cards in December and received 3.8% of the cards back.

| | Excellent | Good | Average | Fair | Poor |
|--------------------|-----------|------|---------|------|------|
| Recycling Programs | 85% | 13% | 0% | 2% | 0% |
| County Staff | 76% | 17% | 2% | 3% | 2% |
| Recycling Crews | 61% | 20% | 11% | 8% | 0% |

The Call Center mailed out 150 survey cards in December and received 6% of the cards back.

| | Excellent | Good | Average | Fair | Poor |
|--------------------|-----------|------|---------|------|------|
| Recycling Programs | 67% | 33% | 0% | 0% | 0% |
| County Staff | 63% | 37% | 0% | 0% | 0% |
| Recycling Crews | 67% | 33% | 0% | 0% | 0% |

- **Website Survey:**

For the month of December, 11 residents responded to our website survey. The following chart details resident satisfaction with our recycling programs, county staff, and collection crews:

| | Excellent | Good | Average | Fair | Poor |
|--------------------|-----------|------|---------|------|------|
| Recycling Programs | 70% | 10% | 20% | 0% | 0% |
| County Staff | 50% | 33% | 17% | 0% | 0% |
| Recycling Crews | 70% | 10% | 0% | 0% | 20% |

Collection Section Enforcement Actions:

- Citations: Four citations were issued in the month of December.
 - 48-21 (b) solid waste collected after 9 p.m. and before 7 a.m. within 500 feet of a residential structure. Issued to Allied Waste at 7700 Old Georgetown Road, Bethesda.
 - 48-21 (b) solid waste collected after 9 p.m. and before 7 a.m. within 500 feet of a residential structure. Issued to Allied Waste at 7923 Eastern Avenue.
 - 48-21 (b) solid waste collected after 9 p.m. and before 7 a.m. within 500 feet of a residential structure. Issued to Waste Management at 11919 Rockville Pike.

- 48-21 (b) solid waste collected after 9 p.m. and before 7 a.m. within 500 feet of a residential structure. Issued to Potomac Disposal at 11802 Rockville Pike.
- Notices of Violation: No Notices of Violation were issued for the month of December.

Website:

The following is information gathered from the Montgomery County Solid Waste web in December 2009:

Solid Waste Services Website

| | |
|-----------------|---------|
| Unique Visitors | 41,478 |
| Page Loads | 107,609 |

Email List Memberships

| Topic | Members | New subscribers this month |
|----------------------------|---------|----------------------------|
| Holiday Reminder | 13,420 | 13 |
| HHW Announcements | 4,522 | 115 |
| Newsletter Helper | 2,354 | 60 |
| Facility Updates | 1,766 | 82 |
| Electronics Recycling | 1,714 | 110 |
| GoGreen | 748 | 72 |
| Total Subscriptions | 24,524 | 452 |

Most Popular Web Pages

| |
|---------------------------------|
| 1. How do I... |
| 2. Transfer Station |
| 3. Holidays |
| 4. Recycling Center |
| 5. Bulk trash |
| 6. Trash collection service |
| 7. Household Hazardous Waste |
| 8. Recycling collection service |
| 9. Christmas tree recycling |
| 10. Plastics recycling |

WASTE MINIMIZATION

| Product Recycled | Approximate weight recycled in December 2009 (tons) |
|--|--|
| Computers | 46 tons |
| TVs | 89 tons |
| Propane Tanks | 1 ton |
| Textiles | 11 tons |
| Construction Materials (Don't Dump – Donate) | 5 tons |
| Vehicle Batteries | 14 tons |
| Rechargeable Batteries | 0 ton |

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – There were 2,722 patrons to the program this month.

Small Quantity Generator/ECOWISE Program – There were 14 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” removed one ton of bikes this month for restoration and shipment to countries worldwide.

Paint Reduction – The free paint program is closed for the winter. We solidified 47 cubic yards of paint. No paint was shipped out to Honduras this month.

NEW ‘GOGREEN’ Website – The new *GoGreen* website, (www.montgomerycountymd.gov/GOGREEN) will be a one stop site for a wide range of environmental programs and information for residents and businesses. A spike in hits (27) to the site on December 17, 2009 coincided with rollers placed by 94.7 Fresh FM on AOL.com radio. In December, the site had 280 page views, 112 unique page views.

Straight Vegetable Oil (SVO) Recycling – The Transfer Station has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of bio-diesel production. This month three tons of SVO was shipped out for processing into biodiesel (<http://www.montgomerycountymd.gov/veggieoil>).

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions – The CEMS reported no instances of stack gas emissions exceeding permitted concentration limits during the month of December.

TES Contract (Weather Station) – All of the instrumentation worked normally in December. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 5.24 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – Staff and recycling program volunteers assisted with an electronics recycling collection event at Walt Whitman High School on December 13. Despite the cold and rainy weather, a total of at least 408 residents brought 32,591 pounds of computers and other electronic items for recycling. Volunteers with Bethesda Green assisted with informing residents of the collection event as well as helping to unload materials from resident's vehicles. Work began on the winter issue of the Civic Loop newsletter. Members of civic, community, and homeowner associations are being encouraged to register to receive an electronic version of the Civic Loop newsletter via email. In addition, all businesses, multi-family properties, and recycling program volunteers are being encouraged to receive newsletters electronically in a continuing effort to reduce paper, printing, and mailing costs in support of the County Executive's paper and printing reduction policy. DSWS continues to work with staff from M-NCPPC and their recycling contractor to improve recycling in the park system. Staff received an update from M-NCPPC regarding their recycling implementation efforts to-date.

On-Site Composting and Waste Reduction Activities – In December, a total of 156 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site. Staff reviewed a draft of the "how-to" video and DVD on backyard composting and provided edits for incorporation. This training video should be completed by February and will be used during DSWS-sponsored composting trainings and workshops, as well as distributed to community and civic organizations, libraries, and recycling program volunteers to conduct their own composting workshops.

Recycling Investigations Unit – Since the unit was established, 26,060 site visits and 3,004 formal investigations have been conducted. In December, 28 NOVs were issued to businesses and multi-family properties for infringements against the recycling regulations and Chapter 48. Four citations were issued to businesses for not recycling required materials or failure to provide recycling collection services and storage space to tenants.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 884 on-site visits of businesses in December and delivered 542 recycling bins to assist

businesses in their efforts to implement or improve their recycling programs. Staff resolved two complaints, participated in 4 events reaching 103 people and responded to 66 requests for information ranging from educational materials to presentations for property managers, tenants, and employees. The SORRT team completed the initial on-site evaluation of the recycling programs at each of the Montgomery County Public Schools (MCPS). Staff evaluated 202 MCPS facilities, out of which, only five received unsatisfactory grades. Those five schools were provided with specific recommendations in order to improve their recycling programs, and DSWS staff will return to re-evaluate the recycling programs in mid-January and/or early February. Informational notices were e-mailed and/or mailed to 880 businesses regarding the upcoming due dates for the Annual Business Recycling and Waste Reduction Report for calendar year 2009. Businesses are being encouraged to file their annual recycling reports online. Last filing season, 50.3 percent of all businesses that filed an annual recycling report filed their report online. Work continued on updating and executing the multi-media educational campaign to educate businesses on the filing requirements. The winter issue of the SORRT Network newsletter was mailed out at the end of December.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 373 on-site visits to multi-family properties in December to monitor the status and progress of their recycling programs and recommend program improvements. Staff participated in three multi-family property educational events that reached 34 people. Staff also responded to 34 requests for information and distributed 286 multi-family recycling bins. The TRRAC team continued working with the 20 multi-family properties designated as a priority to achieve increased recycling achievement. Notices regarding the February 1, 2010 deadline for submitting the calendar year 2009 Annual Multi-Family Recycling and Waste Reduction Reports were e-mailed and/or mailed to property representatives for 630 multi-family properties. Notices encouraged property representatives to file their recycling reports on-line to reduce the amount of paper generated. Work continued on updating and executing the multi-media educational campaign to educate multi-family property representatives on the filing requirements. The script for the video that educates multi-family residents on recycling, waste reduction, and buying products with recycled content was reviewed and edited in advance of preparing the script for translation into Spanish.

Mixed Paper Recycling – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution.

Recycling Volunteer Activities – Ten volunteers contributed 26.5 hours of their time to support recycling activities in December. One volunteer recycling block captain disseminated recycling information to 30 neighbors in Bethesda; seven volunteers contributed 19.5 hours of time at the Division's electronic recycling collection event held at Walt Whitman High School in Bethesda, and two volunteers contributed 6 hours of time performing office assistance. The Recycling Volunteer Program recruited one new volunteer and three prospective volunteers in December. The winter edition of the

Recycleletter was mailed to 217 active, prospect, and inactive volunteers. Volunteers are being encouraged to sign up to receive the quarterly Recycleletter via email, and currently, ten volunteers receive the Recycleletter electronically.

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – The SORRT Program continues to monitor all three Cooperative Collection Projects in Silver Spring to ensure that the participants are recycling properly. No major issues occurred in December.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 39,256 tons, or 1,266 tons per day. Trash deliveries averaged 9,085 tons per week. On December 12, Unit #2 was removed from service and remained offline for the remainder of the month due to low trash receipts. The old anhydrous ammonia system components were removed from the plant.

There were no OSHA recordable incidents this month; a September injury reclassified as an OSHA recordable incident was reclassified as a non-work related issue.

There were no generation emergencies issued by PJM during this month. There was no need to purchase power during the month.

The following environmental activities occurred:

- Submitted the November 2009 Water Supply Monthly Operating Report to MDE.
- December outfall sampling was conducted. There were no exceedances.
- Stack test report was submitted to MDE.
- Submitted reports to MDE on December 12, 15, and 29 for spills and clean-ups.

Materials Recovery Facility (MRF) – Approximately 2,143 tons of commingled material were shipped out and approximately 5,710 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in December 2009. Worn-out sections of asphalt at the parking lot entrance and exit of the facility were replaced. Fluorescent lights were replaced over the plastics sort area with higher-lumen fluorescent lights. The Dock plate on #2 loading dock was replaced. The conveyor belt that carries residue at the plastics sort platform was replaced.

Oaks Landfill – The new 2.4 MW landfill gas-to-energy plant continues to operate. SCS continues to complete punch list items.

Gude Landfill – The new 0.8 MW landfill gas-to-energy plant continues to operate. SCS continues to complete punch list items.

The Yard Trim Processing Facility Project and all related activities have been placed on hold until it can be potentially incorporated into the Gude Landfill Remediation Plan.

Work related to the Gude Landfill Remediation project continues. Phase 0 work that is still in progress includes the Field Survey of existing site infrastructure, and the Waste Delineation Study which is being finalized. On-going work with respect to Phase 1 includes the proposed placement of new on-site and off-site groundwater monitoring wells and natural resource protection review for the landfill site. Meetings with the Community and DEP/DSWS regarding the Gude Landfill Remediation will continue on a monthly basis.

Solid Waste Transfer Station – Covanta shipped 43,950 tons of processible waste via rail from the Transfer Station to the RRF; 798 tons more than shipped in December 2008.

The inbound radiation detectors had 15 alarms – 4 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation; and 10 alarms by vehicles that were identified as containing low levels of medical isotopes with short half-lives in trash. There was 1 false alarm.

The Public Unloading Facility radiation detectors had 5 alarms. All alarms involved drivers or passengers who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation.

Transfer Station Enforcement – Under Chapter 48 of the Montgomery County Code, a total of 71 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes:

| Action | Citation | NOV | Verbal Warning |
|---|-----------|-----------|----------------|
| Lacking the Permit Required to Collect or Dispose of Solid Waste | 0 | 4 | 1 |
| Delivering Solid Waste Acceptable for Recycling to a Solid Waste Facility | 10 | 12 | 1 |
| Depositing Materials at Other Than an Approved Place or Location | 1 | 0 | 0 |
| Unlicensed Collection Companies | 0 | 0 | 0 |
| Operating an Unlicensed Trash Truck of an Unlicensed Company | 3 | 24 | 2 |
| Operating a Collection Vehicle without a Tight-fitting Cover | 1 | 3 | 0 |
| Unlicensed Truck of a Licensed Company | 6 | 3 | 0 |
| TOTAL | 21 | 46 | 4 |

Site 2 Landfill Properties – Design work continues on the Site 2 ponds. Staff continues to address deer management issues. Proposals were received from four vendors and a meeting was held with the Site 2 property tenants.

Yard Trim Compost Facility – The facility received 21,156 tons of material for composting; this compares with 14,920 tons of material received during the same period last year. No material was diverted to back-up composting facilities.

There were 1,189 cubic yards of bulk LeafGro™ shipped this month; compared with 3,021 cubic yards for the same period last year. There were zero cubic yards of Linden Farm Humus sold; this compares with zero cubic yards for the same period last year.

Bagging Operation – 7,750 bags of LeafGro™ were shipped to distributors. This compares with 2,000 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In December, zero 1-cubic foot bags of LeafGro™ were sold. This compares with 0 bags during the same period last year.

In December, 1,200 bags of Compro™ bags were shipped to distributors. This compares with 1,000 bags during the same period last year.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 11,325 tons of ash residue and 1,042 tons of nonprocessible waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Perry Hall Maryland – Approximately 422 tons of asphalt, soil, concrete, and brick and block were sent to the Honeygo Run Recycling site in Perry Hall, Maryland, for construction and demolition recycling in the month of December.

GENERAL INFORMATION

Important Telephone Numbers

| | |
|------------------------------------|--|
| General information on solid waste | 240-777-6400 |
| Customer Service | 240-777-6410 |
| Transfer Station | 240-777-6560 (County Office) 301-916-3031 (Covanta) 301-330-2840 (MES) |
| Materials Recovery Facility | 240-777-6591 (County Office) 301-417-1433 (MES) |
| Resource Recovery Facility | 240-777-6494 (County Office) 301-916-3031 (Covanta) |
| Yard Trim Compost Facility | 301-428-8185 (MES) |
| Internet for DSWS | www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling www.montgomerycountymd.gov/hazardouswaste www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil www.montgomerycountymd.gov/GOGREEN |

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

| TOPIC OR FACILITY | |
|---|--|
| Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County | 495,371 (FY09) |
| Latest Recycling Rate Reported in Montgomery County | 44.2% (FY09) |
| Recycling Goal | 50% by December 2010 |
| Resource Recovery Facility (RRF) | Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste) |
| Yard Trim Compost Facility | <p>Under the Sugarloaf Settlement Agreement, operations are limited to the receipt of 77,000 tons per fiscal year.</p> <p>In FY09, 67,928 tons of yard trim were received at the Dickerson Facility.</p> |
| # Residences receiving trash collection by County contractors | 90,886 |
| # Residences receiving collection of recyclables in blue bins and yard trim collection | 210,318 |
| Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc. | June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.) |

GLOSSARY OF ACRONYMS

| | |
|---------|---|
| BTU | British Thermal Unit |
| CEMS | Continuous Emissions Monitoring System |
| DAFIG | Dickerson Area Facilities Implementation Group |
| DEP | Department of Environmental Protection |
| DSWS | Division of Solid Waste Services |
| EPA | United States Environmental Protection Agency |
| ERP | Enterprise Resource Planning |
| FY | Fiscal Year |
| HHW | Household Hazardous Waste |
| MCPS | Montgomery County Public Schools |
| MDE | Maryland Department of Environment |
| MES | Maryland Environmental Services |
| M-NCPPC | Maryland-National Capital Park and Planning Commission |
| MRF | Materials Recovery Facility |
| NMWDA | Northeast Maryland Waste Disposal Authority |
| NOV | Notice of Violation |
| OSHA | Occupational Safety & Health Administration |
| PJM | Pennsylvania-New-Jersey-Maryland |
| RRF | Resource Recovery Facility |
| SCFM | Standard cubic feet per minute |
| SCS | SCS Engineers, Inc. |
| SORRT | Smart Organizations Reduce and Recycle Tons |
| SWAC | Solid Waste Advisory Committee |
| SVO | Straight Vegetable Oil |
| TRRAC | Think Reduce and Recycle at Apartments and Condominiums |
| WVO | Waste Vegetable Oil |